

# Home Insurance Excess Protection

Insurance Product Information Document  
Company: Strategic Insurance Services Ltd

Product: Home Excess Protect Insurance

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This document does not contain the full terms and conditions of the cover which can be found in the policy wording and insurance certificate. It is important that you read all these documents carefully.

## What is this type of insurance?

This is a home excess reimbursement insurance which covers the **Excess** that **You** are responsible for following the successful settlement of claim for **Your Home and/or Contents** under **Your Home and/or Contents Insurance Policy**.



### What is insured?

- ✓ Cover is provided for the **Excess** that **You** are responsible for following the successful settlement of any claim for **Your home and/or contents** under **Your Home and/or Contents Insurance Policy**.
- ✓ Cover will only operate when the claim amount exceeds the excess of your **Home and/or Contents Insurance Policy** and following the successful claim payment.
- ✓ The maximum amount payable under this policy will be the **Annual Aggregate Limit** as shown in **Your Certificate of Insurance**. Once the **Annual Aggregate Limit** is exhausted this policy is automatically cancelled and **You** are then liable for all and any future **Excess** payments as defined in **Your Home and/or Contents Insurance Policy**.



### What is not insured?

- ✗ Any claim that **Your Home and/or Contents Insurance Policy** does not respond to or where the claim amount does not exceed the **Excess** of **Your Home and/or Contents Insurance Policy**.
- ✗ Any claim that is refused under **Your Home and/or Contents Insurance Policy**.
- ✗ Any claim under **Your Home and/or Contents Insurance Policy** which occurred prior to the **Period of Insurance** as shown on **Your Certificate of Insurance** that **You** were aware was an **Imminent Claim**.
- ✗ Any claim notified to **Us** more than 31 days following the successful settlement of **Your** claim under **Your Home and/or Contents Insurance Policy**.
- ✗ Any contribution or deduction from the settlement of **Your** claim against **Your Home and/or Contents Insurance Policy** other than the stated policy **Excess**, for which **You** have been made liable.
- ✗ Any claim resulting from Subsidence, landslip or heave
- ✗ Any claim arising war and terrorism



## Are there any restrictions on cover?

- ! **Your Home and/or Contents Policy** must be maintained, current, valid and provided by your selling broker.
- ! **You** must permanently reside in the **United Kingdom**
- ! **Your Home and/or Contents Insurance Policy** must either be in **Your** name or the name of **Your Partner** with **You** named on the schedule
- ! The **Excess** Protect Cover will continue to respond for the **Period of Insurance** or until **Your** chosen **Annual Aggregate Limit** on this **Excess** Protect Cover is exhausted; whichever comes first.
- ! In the event that any misrepresentation or concealment is made by **You** or on **Your** behalf in obtaining this insurance or in support of any claim under this insurance the policy is voided and no refund of premium will be given.
- ! Other Insurance - if **You** were covered by any other insurance for the **Excess** payable following the **Incident**, which resulted in a valid claim under this policy, **We** will only pay **Our** proportionate share of the claim.



## Where am I covered?

- ✓ **United Kingdom.**



## What are my obligations?

- ✓ Any claim **You** wish to make will be handled on the insurer's behalf by ClaimEz. ClaimEz is an online web based system managed by Strategic Insurance Services Limited (SISL) who, whilst handling claims, is acting as an agent of the insurer. The claims process has been specifically designed to make it as quick and efficient as possible to process and handle **Your** claim.
- ✓ **You** will be asked to provide **Your** scheme code which can be found on **Your** policy wording

If **You** have access to the internet:

- ✓ Visit **Our** claims website: [www.claimEZ.com](http://www.claimEZ.com) where **You** will be able to register **Your** claim, enter all the necessary details and upload the documents that will be specified to **You**. **Our** internet solution is the quickest and easiest way to submit **Your** claim to **Us**.

If **You** do not have access to the internet:

- ✓ Please call ClaimEz on 0344 576 1681 to notify **Us** of **Your** claim. Some initial details will be taken and **You** will then be sent a claim form by post to complete and return to **Us** along with supporting documentation that will be specified to **You**. When calling **Us**, please have **Your** policy number to hand. Please note that a postal claim may take significantly longer to settle than an online claim; especially if **We** need to write to **You** to request additional information.



## When and how do I pay?

**You** must pay for this insurance with **Your Home and/or Contents Insurance Policy** when **You** take it out for the first time and at each renewal of **Your** policy. **You** can either pay annually by debit/credit card or by monthly direct debit. **You** will not be covered for any claim if **You** have not paid the premium due.



## When does my cover start and end?

The period for which **We** have accepted the premium as stated in **Your Certificate of Insurance**.



## How do I cancel the contract?

**Your** insurance broker or agent will refund **Your** premium in full if, within 14 days, **You** decide that it does not meet **Your** needs or that **You** do not want this policy, provided **You** have not reported a claim. The 14 day statutory cancellation right applies from the date the contract is entered into, or from the date that contract documents are received, whichever is the later. Once the 14 days has expired, **You** have the right to cancel this insurance, however, no refund of premium will be due to **You**.

If **You** wish to request a cancellation then please contact **Your** selling broker from whom **You** purchased this policy.